

# Franklin Sarpong

<https://fmsarp.com>

Columbus, OH 43201

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Self taught full stack web developer and IT technician with knowledge in HTML, CSS, JavaScript, React, NodeJS, PostgreSQL, IT support, computer repair, hardware and software installations, printer repair and troubleshooting, customer service, network protocols, cloud computing, debugging and encryption algorithms and techniques

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Data Center Operations Technician(Internship)**

AWS - Hilliard, OH

October 2023 to December 2023

- Infrastructure Monitoring
- Server Maintenance
- Network Management
- Environmental Control
- Power Management
- Security Monitoring
- Documentation
- Incident Response
- Collaboration
- Compliance

### **Imaging Technician**

Maintech, Incorporated - Urbancrest, OH

December 2022 to October 2023

- creating and maintaining computer images for large-scale deployment
- installing operating systems
- configuring hardware and software
- imaging and deploying computers
- troubleshooting technical issues
- updating images as needed

### **IT Technician (Contract)**

Independent Contractor position - Columbus, OH

December 2020 to September 2021

- Computer Setup and repairs
- Hardware and software installations
- System security and software updates

- imaging and deploying computers
- troubleshooting technical issues
- updating images as needed
- Printer Repair
- Diagnose and resolve various printer issues, including paper jams, connectivity problems, and print quality issues.
- Conduct preventive maintenance to ensure optimal printer performance.

### **Customer Service Rep (Contract)**

HKT Teleservices - Grove City, OH  
August 2020 to September 2020

Customer Service Support  
Sales

### **Sales Associate**

Madvapes LLC Holdings - Ashland, KY  
July 2019 to March 2020

- Provide product info
- Assist with product selection
- Process transactions
- Stay up-to-date on products
- Provide expert advice
- Track inventory levels
- Restock shelves
- Manage product displays
- Keep store clean
- Restock supplies
- Attend events
- Help with advertising
- Prepare sales reports
- Track customer transactions
- Monitor store performance

## Education

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### **Master's degree in Law(Chinese Politics and International Relations)**

Peking University - Beijing  
September 2017 to July 2019

### **Bachelor of Art in Metal Product Design**

Kwame Nkrumah University of Science & Technology - Kumasi  
September 2012 to June 2016

## Skills

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- Web development
- Linux

- HTML5
- CSS
- React
- PostgreSQL
- Git
- JavaScript
- Node.js
- IT support
- Windows
- Computer hardware
- Operating systems
- Technical support
- Desktop support
- Software troubleshooting
- DNS
- POS
- Sales
- Data center experience
- Customer service
- Analysis skills
- APIs
- Retail sales
- GitHub
- Driving
- Communication skills
- Cloud computing
- Network protocols
- Debugging
- Encryption Algorithms and Techniques
- Responsive web design
- Bootstrap
- Front-end development
- iOS
- Mac OS
- Computer networking
- Microsoft Windows Server
- Active Directory
- Slack
- IT
- Help desk

- Management

## Links

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<https://fmsarp.com>

<https://github.com/fmsarp>

## Awards

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### **Google I/O Extended Columbus 2023 Hackathon**

October 2023

Built a prototype of a medication tracking app using AI. My role was building the frontend. Team placed 2nd

## Certifications and Licenses

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### **Driver's License**

### **Google IT Support Specialization**

November 2020 to Present

Credential ID: MXTGGV66MVFH

Credential URL:

<https://www.coursera.org/account/accomplishments/specialization/certificate/MXTGGV66MVFH>

### **IT Security: Defense against the digital dark arts**

November 2020 to Present

Credential ID: 7RKFQZXJZ8CQ

Credential URL:

<https://www.coursera.org/account/accomplishments/certificate/7RKFQZXJZ8CQ>

### **Operating Systems and You: Becoming a Power User**

October 2020 to Present

Credential ID:

QKR28TCQSRYP

Credential URL:

<https://www.coursera.org/account/accomplishments/certificate/QKR28TCQSRYP>

### **System Administration and IT Infrastructure Services**

November 2020 to Present

Credential ID:

GPDR58GQF8KM

Credential URL:

<https://www.coursera.org/account/accomplishments/certificate/GPDR58GQF8KM>

## **The Bits and Bytes of Computer Networking**

October 2020 to Present

Credential ID:

3SB9VXUCDLB9

Credential URL:

<https://www.coursera.org/account/accomplishments/certificate/3SB9VXUCDLB9>

## **Technical Support Fundamentals**

October 2020 to Present

Credential ID:

6GBVGYGSV9ZJ

Credential URL:

<https://www.coursera.org/account/accomplishments/certificate/6GBVGYGSV9ZJ>

## **Complete Web Developer**

January 2024 to Present

CERTIFICATE ID: CERT\_TKNF7B82

Link: <https://academy.zerotomastery.io/courses/697434/certificate>

Full stack developer with knowledge HTML, CSS, JavaScript, React, NodeJS, PostgreSQL and more